

Accounts Payable Invoice Processing Managing PO Exceptions

Note: The application is most effective in the latest version of Mozilla for Windows users and the latest version of Safari for Mac uses. In each browser, pop up blockers must be turned off.

Purpose

The purpose of this document is to guide buyers through the steps to take action on managing PO Exceptions

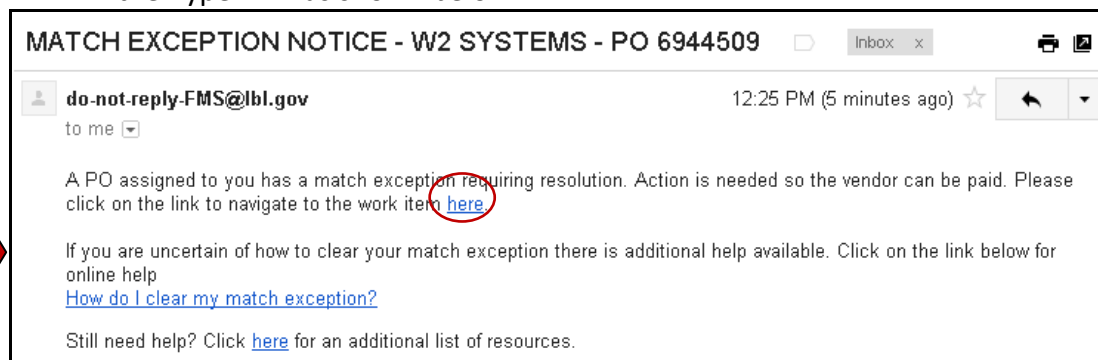
Quick Reference

1. [Match Exception](#)
2. [AP Data Issue](#)
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4. [FX Exceeds the PO Amount](#)
5. [PO is not Dispatched](#)
6. [Travel Prohibited](#)

Match Exception

Invoices are routed as a Match Exception when the three way match process has failed. The invoice has an invalid status and the vendor is not paid.

1. Upon receiving the initial notification of a Match Exception, open the email and click on the hyper link as shown below:



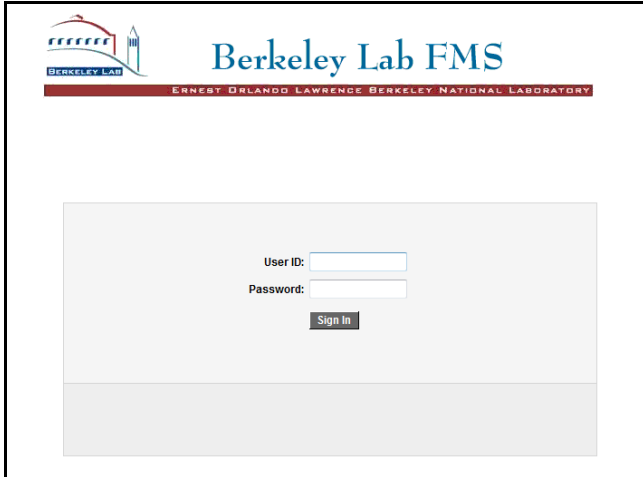
2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

FMS Screen	Workflow Screen
Displays: <ul style="list-style-type: none"> The error for the match exception 	Allows: <ul style="list-style-type: none"> View of the invoice image Routing to the AP Team via the AP To Fix action Acknowledgement that the Match exception has been corrected

	<ul style="list-style-type: none">• Rejection of the invoice• The item to remain in researching to gain additional information
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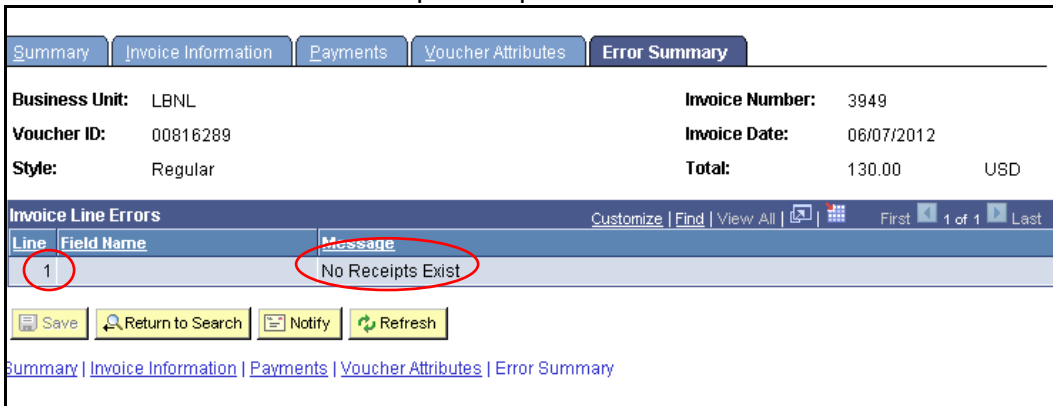
FMS Screen

1. Populate the screen with your LDAP user name and password.
 - a. The “Error Summary” screen is opened after signing on.



The screenshot shows the Berkeley Lab FMS login interface. At the top left is the Berkeley Lab logo. To its right is the text "Berkeley Lab FMS" and below it, "ERNEST ORLANDO LAWRENCE BERKELEY NATIONAL LABORATORY". The main area contains a login form with two input fields: "User ID:" and "Password:". Below these fields is a "Sign In" button.

2. The FMS screen is presented showing:
 - a. The error for the match exception
 - b. The line the exception is point to



The screenshot shows the "Error Summary" tab in the Berkeley Lab FMS system. The top navigation bar includes tabs for "Summary", "Invoice Information", "Payments", "Voucher Attributes", and "Error Summary". Below the tabs, the following information is displayed:

Business Unit: LBNL	Invoice Number: 3949
Voucher ID: 00816289	Invoice Date: 06/07/2012
Style: Regular	Total: 130.00 USD

Below this information is a section titled "Invoice Line Errors" with a "Customize | Find | View All" link and a "First 1 of 1 Last" indicator. A table lists the errors:

Line	Field Name	Message
1		No Receipts Exist

At the bottom of the table, there are buttons for "Save", "Return to Search", "Notify", and "Refresh". Below the buttons is a navigation bar with links for "Summary", "Invoice Information", "Payments", "Voucher Attributes", and "Error Summary".

3. After your review:
 - a. Close the screen
 - b. Take the appropriate applicable action to clear the exception.

The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

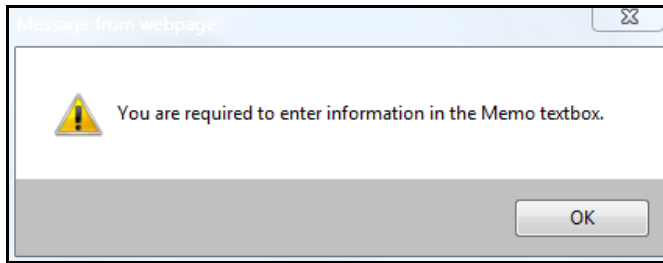
The screenshot shows a software interface for reviewing an invoice. On the left, there's a sidebar with tabs: 'Voucher Error', 'PO Activity', 'PO Inquiry', 'Notes', and 'Activity'. The 'PO Activity' tab is selected. Below the tabs, there's a message: 'This content has been launched in an external window.' The main area on the right displays the 'W2SYSTEMS' logo, the text 'Customized Water Treatment Support and Solutions', the date 'June 7, 2012', and the invoice number 'INVOICE #3949'.

2. The available actions are:

Action	Description
AP to Fix	Routes to A/P to rematch the lines appropriately.
Match Exception Corrected	Completes the invoice out of the buyer work queue and routes to through to the matching process. If the matching process fails again, the item will be returned back to the buyer to appropriately fix the matching problem.
Reject	Decline payment. This should only be used if the vendor is not to be paid for the services or goods render. This routes the invoice back to the accounts payable team to take a follow up action.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the certifiers buyers queue.

This is a close-up of the 'Action' dropdown menu from the previous screenshot. The dropdown is open, showing four options: 'AP To Fix', 'Match Exception Corrected', 'Reject', and 'Researching'. A red circle is drawn around the 'Action' label and the dropdown menu, with an arrow pointing from the 'Match Exception Corrected' option in the table above to this dropdown.

Note: Taking any action other than Match Exception Corrected requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



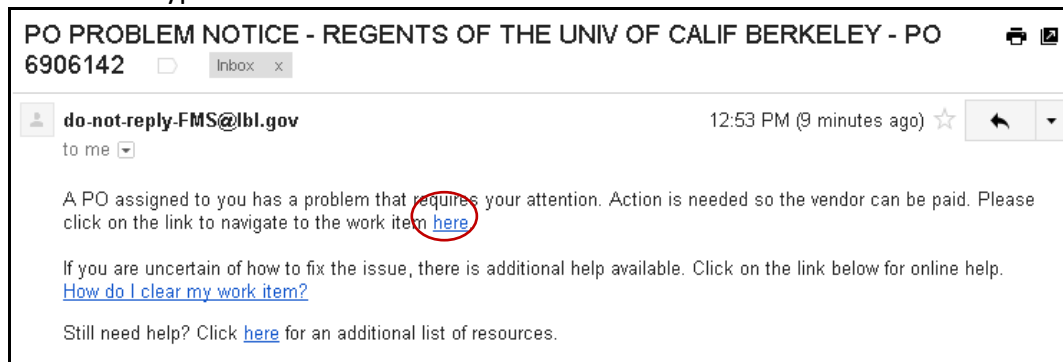
3. After taking the appropriate action, select "OK"

4. You have completed the invoice and are returned back to the invoice notification.

AP Data Issue

Invoices are routed with an AP Data Issue when the information on the PO is not corresponding to the information presented on the vendor invoice, ie vendor name.

1. Upon receiving the initial notification of a Match Exception, open the email and click on the hyper link as shown below:



2. The hyperlink will launch the workflow screen.

The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

UNIVERSITY OF CALIFORNIA, BERKELEY
CAMPUS ACCOUNTS RECEIVABLE INVOICE
 Invoice Print Date: 03/02/12 Page 001

LAWRENCE BERKELEY NATIONAL LABORATORY
 ACCOUNTS PAYABLE DEPT
 MS 90J0106
 1 CYCLOTRON RD
 BERKELEY CA 94720-8099

Invoice Number: T00000011651
 Invoice Date: 02/28/12
 Due Date: 04/15/12
 Amount Due: \$89.67
 PO Number: SEE BELOW

UCB ID: 0000005873
 Department: EEL ELECTRONICS RESEARCH
 UCS WANDLAB USE 1/20+2/25/12
 6908142-508410 SALMERON

DESCRIPTION	ACCOUNT-FUND	QTY	UNIT-PRICE	AMOUNT
ACCESS	1 59000 61821 23815 43	EE900	1.00	89.00
LAR	1 59000 61821 23815 43	EE900	1.00	.67
AMOUNT DUE:				89.67

Notes Activity PO Activity PO Inquiry

Write

Note Id	Object Id	Note Type	Note Time	Actor
245	80229	Buyer Action Required	06/21/2012 09:59:37 AM	p8admin

The vendor on the PO and the vendor requesting payment do no match.

2. Take note of the area where the AP Team has communicated what the issue is with the PO/Invoice.

Notes Activity PO Activity PO Inquiry

Write

Note Id	Object Id	Note Type	Note Time	Actor
245	80229	Buyer Action Required	06/21/2012 09:59:37 AM	p8admin

The vendor on the PO and the vendor requesting payment do no match.

3. The available actions are:

Action	Description
Close Invoice	Routes to A/P to remove the invoice.
Issue Resolved	Completes the invoice out of the buyer work queue and routes to AP. This should be utilized to communicate a different PO # that the invoice should be matched to.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the buyers work queue.

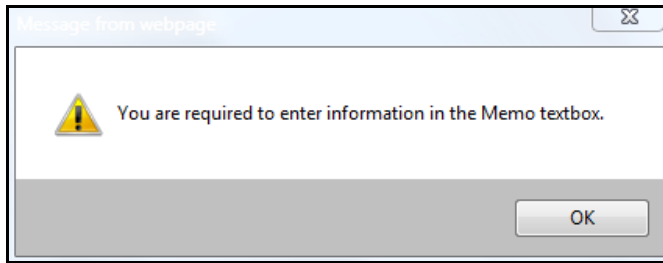
Action Status Route Close Reassign

Action: Close Invoice
 Memo:

Close Invoice
 Issue Resolved
 Researching

OK Cancel

Note: Taking any action requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



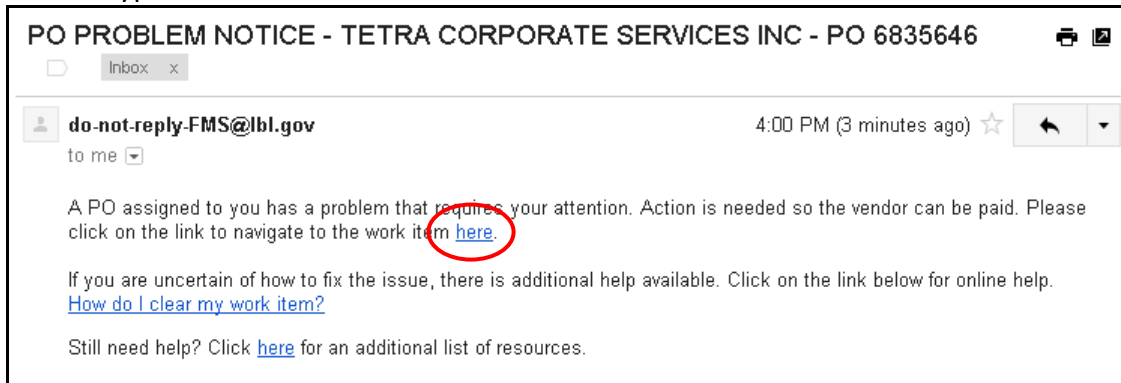
4. After taking the appropriate action, select “OK”

5. You have completed the invoice and are returned back to the invoice notification.

Arra Missing Addendum

Invoices are routed when the Arra Addendum is missing based on the PO requirement.

1. Upon receiving the initial notification of a PO Issue, open the email and click on the hyper link as shown below:




2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

FMS Screen	Workflow Screen
Opens: <ul style="list-style-type: none"> The maintain purchase order for potential corrective action. 	Allows: <ul style="list-style-type: none"> View of the invoice image Close invoice as inappropriate this routes to the AP Team The item to remain in researching to gain additional information Attachments to original invoice

FMS Screen

1. Populate the screen with your LDAP user name and password.
 - a. The “Maintain Purchase Order” screen is opened after signing on.



The screenshot shows the Berkeley Lab FMS login interface. At the top left is the Berkeley Lab logo. To its right is the text "Berkeley Lab FMS" and a smaller line "ERNEST ORLANDO LAWRENCE BERKELEY NATIONAL LABORATORY". Below this is a large light gray box containing a "User ID:" label with a text input field, a "Password:" label with a text input field, and a "Sign In" button below them.

2. The FMS screen is presented to allow PO Updates as needed.



The screenshot displays the "Maintain Purchase Order" screen. The title bar says "Maintain Purchase Order". Below it, the "Purchase Order" section shows fields for Unit (LBNL), PO ID (6835646), Change Order (2), and Copy From (a dropdown). To the right, PO Status is "Dispatched" and Budget Status is "Valid". There are "Hold From Further Processing" and "Create BackOrder" buttons. The "Header" section includes PO Date (12/12/2007), Vendor (TETRA-001), Vendor ID (0000023423), Buyer (DLSTYLES), and PO Reference. It also shows Backorder Status (None), Receipt Status (Not Recvd), and Dispatch Method (Phone). An "Amount Summary" section lists Merchandise (387132.00), Freight/Tax/Misc. (7995.87), and Total Amount (395127.87 USD). At the bottom, there are tabs for "Add Items From" (Purchasing Kit, Catalog, Item Search) and "Select Lines To Display" (Line, To, Retrieve). A table at the bottom shows the "Lines" section with columns: Line, Item, Description, PO Qty, UOM, Category, Price, Amount, ABRA, DOE Tag, and Status. The first row shows "Tetra Corporate Services,".

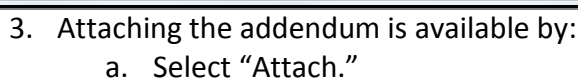
3. After your review:
 - a. Take the appropriate action

The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

2. The available actions are:

Note: Taking any action other than Addendum Attach requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



4. A bar above this area will open up.

- Select the type of attachment by dropping down the arrow and clicking the selection from the list.

- Click on browse to find the file that you choose to attach.

Note: PDF Formats are the preferred file type for this functionality.

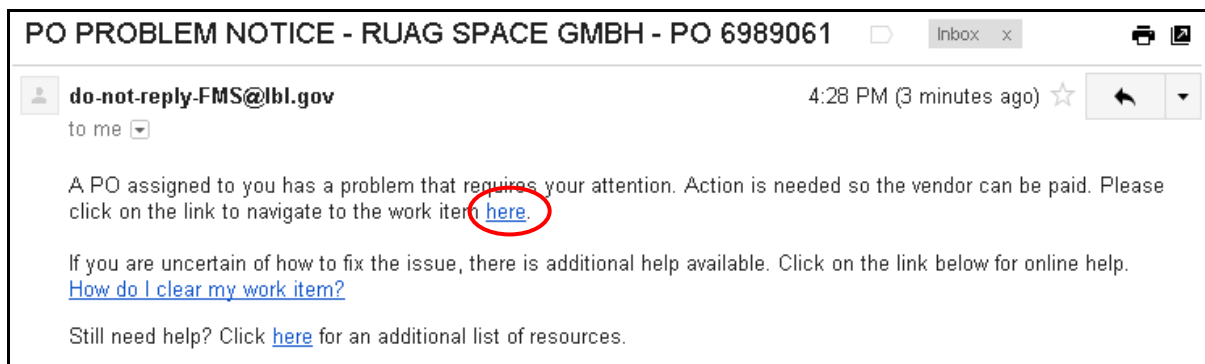
5. After taking the appropriate action, select “OK”

6. You have completed the invoice and are returned back to the invoice notification.

FX (Foreign Exchange Rate) Exceeds the PO Amount

Invoices are routed when the vendor has billed in a foreign currency and the exchange rate exceeds the value of the Purchase Order.

- Upon receiving the initial notification of a PO Issue, open the email and click on the hyper link as shown below:

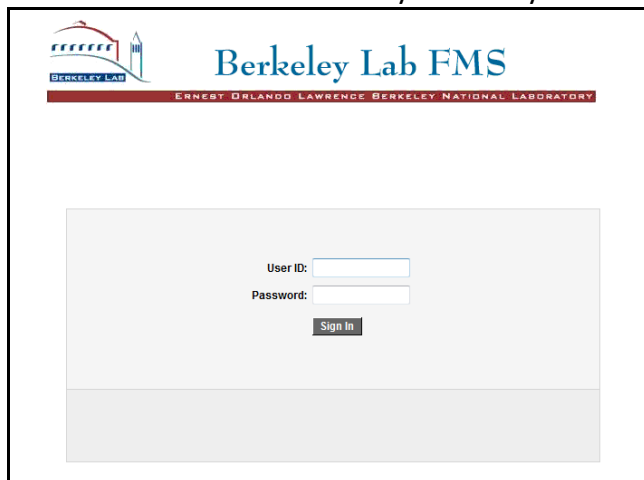


2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

FMS Screen	Workflow Screen
Displays: <ul style="list-style-type: none"> • PO Activity Summary screen to see the value of the purchase order. 	Allows: <ul style="list-style-type: none"> • View of the invoice image • Close invoice as inappropriate this routes to the AP Team • The item to remain in researching to gain additional information

FMS Screen

1. Populate the screen with your LDAP user name and password.
 - a. The "PO Activity Summary" screen is opened after signing on.



2. The FMS screen is presented to show available PO funding update as needed.

Activity Summary

Unit: LBNL

PO Status: Dispatched

Vendor: RUAG SPACE GMBH

PO ID: 6989061

Amount: 6,776.01

Superceding PO ID:

Balance: 694.740

Previous PO ID:

Lines

Customize

Find

View All

First

1-4 of 4

Last







Details

Receipt

Matched

RTV

PDF

Line	Line dtl	Item	Item Description	UOM	Order Qty	Amount Ordered	Quantity Invoiced	Amt Invoiced	PO Balance	Inv	More Distrib Info
1			CoolCat B-R50 25mm Aluminium T	EA	15.0000	1345.950	13.00	1685.000	-339.050		
2			CoolCat B-R50 50mm Aluminium T	EA	15.0000	1635.300	10.00	760.000	875.300		

3. After your review:
 - a. Take the appropriate action

The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

Note: Refer to the notes tab to see the amount of funding that the AP Team has indicated the PO is short by.

PO Activity PO Inquiry Voucher Notes Activity				
Write <input type="text"/>				
Note Id	Object Id	Note Type	Note Time	Actor
333	80337	Researching	06/25/2012 09:13:32 AM	LDPOSEY
6/25 - Reviewing Subcontract				
322	80337	FX XChg Exceeds PO Amt	06/22/2012 01:57:15 PM	p8admin
Please add \$500 to the PO to cover exchange rate shortage.				
317	80337	FX XChg Exceeds PO Amt	06/22/2012 12:15:16 PM	p8admin
Please add \$500 to the PO to cover exchange rate shortage.				

2. The available actions are:

Action	Description
Close Invoice	Completes the invoice out of the buyer work queue and routes to AP. This should be utilized to communicate a different PO # that the invoice should be matched to.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the buyers work queue.

3. After taking the appropriate action, select “OK”

The screenshot shows a dialog box with a toolbar at the top containing icons for Action, Status, Route, Close, and Reassign. Below the toolbar, there are two fields: 'Action:' with a dropdown menu currently showing 'Complete', and 'Memo:' with a text area containing the text 'Populate me as needed.'. At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is circled in red.

Note: Selecting the status of researching requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.

The screenshot shows a small error dialog box titled 'Message from webpage'. It contains a yellow warning triangle icon and the text 'You are required to enter information in the Memo textbox.' At the bottom right of the dialog is an 'OK' button.

4. You have completed the invoice and are returned back to the invoice notification.

PO is not Dispatched

Invoices are routed when the vendor has billed in and the PO is in any other status than dispatched.

1. Upon receiving the initial notification of a PO Issue, open the email and click on the hyper link as shown below:

The screenshot shows an email interface. The subject line is 'PO PROBLEM NOTICE - ASBESTOS TEM LABS INC - PO 6994057'. The email is from 'do-not-reply-FMS@ibl.gov' and was received '7:00 PM (2 minutes ago)'. The body of the email states: 'A PO assigned to you has a problem that requires your attention. Action is needed so the vendor can be paid. Please click on the link to navigate to the work item [here](#).' The word 'here' is circled in red. Below this, it says: 'If you are uncertain of how to fix the issue, there is additional help available. Click on the link below for online help. [How do I clear my work item?](#)' and 'Still need help? Click [here](#) for an additional list of resources.' A large red arrow points from the left towards the 'here' link in the email body.

2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

FMS Screen	Workflow Screen
Displays: <ul style="list-style-type: none"> PO Activity Inquiry screen to 	Allows: <ul style="list-style-type: none"> View of the invoice image

see the status of the purchase order.	<ul style="list-style-type: none"> • Close invoice as inappropriate this routes to the AP Team • Indicate the PO has been dispatched • The item to remain in researching to gain additional information
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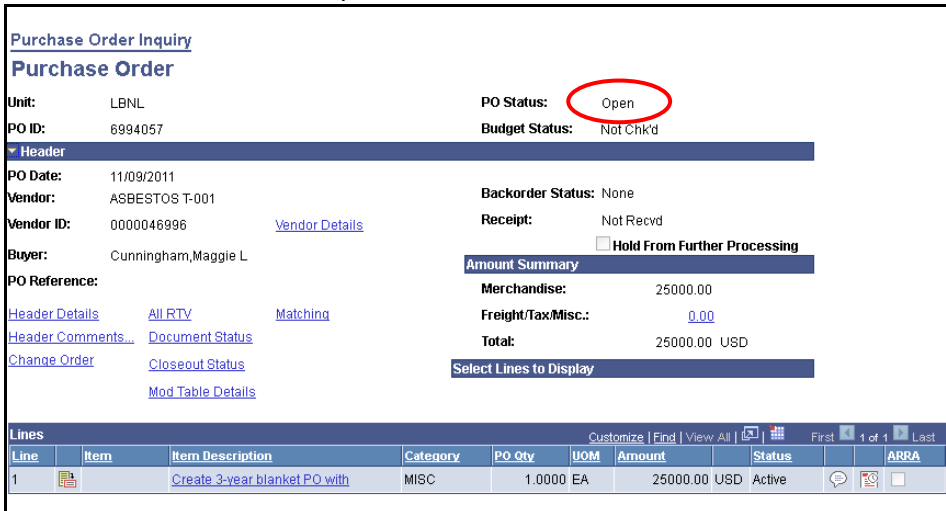
FMS Screen

1. Populate the screen with your LDAP user name and password.
 - a. The “PO Inquiry” screen is opened after signing on.



The screenshot shows the Berkeley Lab FMS login interface. At the top left is the Berkeley Lab logo. To its right is the text "Berkeley Lab FMS" and below it, "ERNEST ORLANDO LAWRENCE BERKELEY NATIONAL LABORATORY". The main area contains a login form with fields for "User ID:" and "Password:", followed by a "Sign In" button.

2. The FMS screen is presented to show the PO status.



The screenshot displays the "Purchase Order Inquiry" screen. At the top, it says "Purchase Order Inquiry" and "Purchase Order". Below this, it shows details for a specific PO:

- Unit: LBNL
- PO ID: 6994057
- PO Status: Open (circled in red)
- Budget Status: Not Chk'd

 A "Header" section is expanded, showing:

- PO Date: 11/09/2011
- Vendor: ASBESTOS T-001
- Vendor ID: 0000046996 (with a link to "Vendor Details")
- Buyer: Cunningham, Maggie L.
- PO Reference: (with links for "Header Details", "All RTV", "Matching", "Header Comments...", "Document Status", "Change Order", "Closeout Status", and "Mod Table Details")

 To the right of the header details, there is a section for "Backorder Status: None" and "Receipt: Not Recvd", with a checkbox for "Hold From Further Processing". Below this is an "Amount Summary" table:

Merchandise:	25000.00
Freight/Tax/Misc.:	0.00
Total:	25000.00 USD

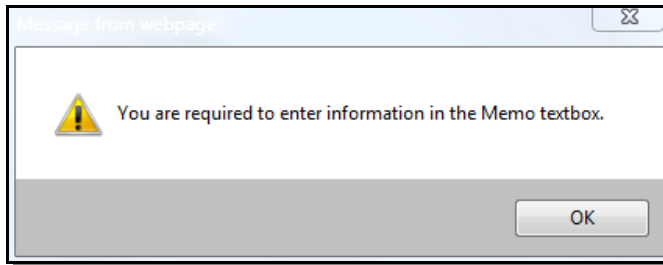
 At the bottom, there is a "Select Lines to Display" button and a table of lines. The table has columns: Line, Item, Item Description, Category, PO Qty, UOM, Amount, Status, and ARRA. The first line is:

Line	Item	Item Description	Category	PO Qty	UOM	Amount	Status	ARRA
1		Create 3-year blanket PO with	MISC	1.0000	EA	25000.00 USD	Active	

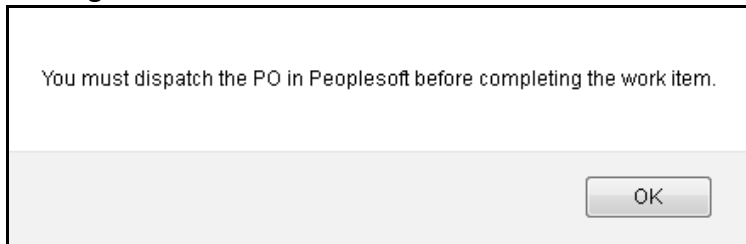
3. After your review:
 - b. Take the appropriate action

The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.



If the PO has not been dispatched and the selection of “PO Dispatched” is selected, this message is returned:

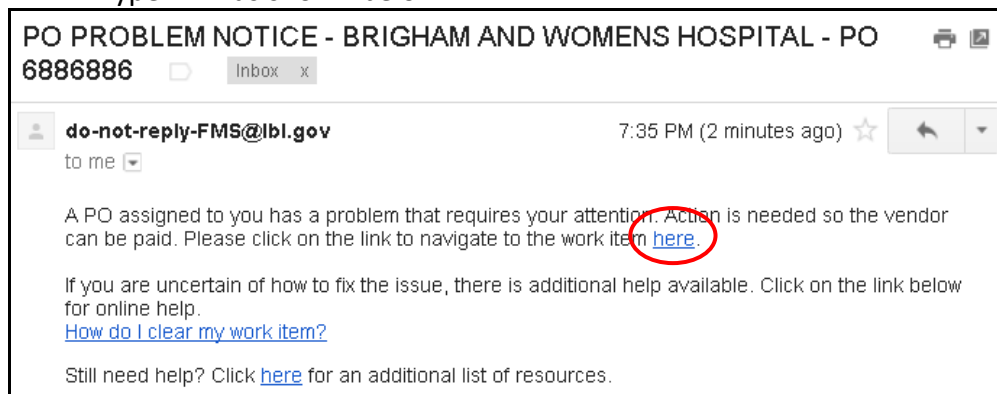


4. You have completed the invoice and are returned back to the invoice notification.

Travel Prohibited

Invoices are routed when the Travel Prohibited flag is set on the PO mod table and travel is found on the invoice. This requires buyer review before proceeding through the work flow process.

1. Upon receiving the initial notification of a PO Issue, open the email and click on the hyper link as shown below:



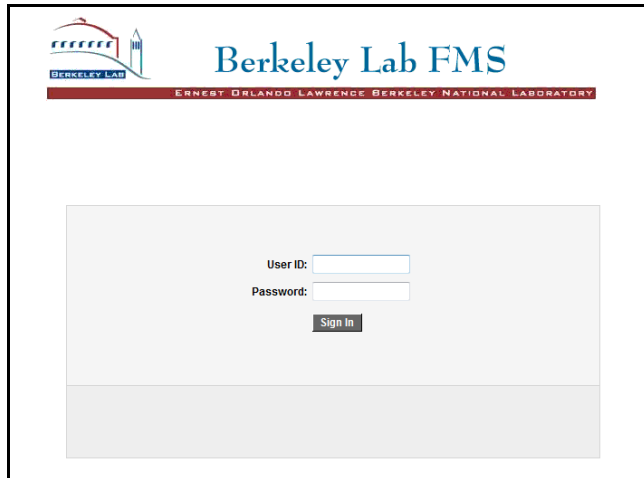
2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

FMS Screen	Workflow Screen
<p>Opens:</p> <ul style="list-style-type: none"> The maintain purchase order for potential corrective action. 	<p>Allows:</p> <ul style="list-style-type: none"> View of the invoice image Mark the invoice as an issue, this routes to the AP Team The item to remain in researching to gain additional information Mark the item has travel appropriate

	or inappropriate. <ul style="list-style-type: none"> • Invoice can be returned to AP to Short Pay.
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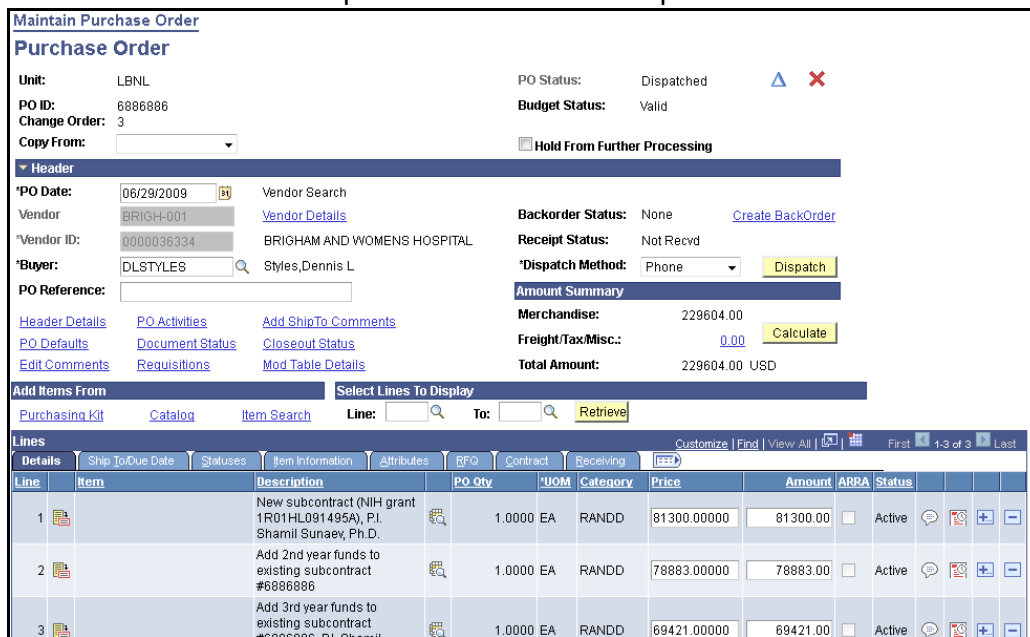
FMS Screen

1. Populate the screen with your LDAP user name and password.
 - a. The “Maintain Purchase Order” screen is opened after signing on.



The screenshot shows the Berkeley Lab FMS login interface. At the top, there is a logo for Berkeley Lab and the text "Berkeley Lab FMS" and "ERNEST ORLANDO LAWRENCE BERKELEY NATIONAL LABORATORY". Below this, there is a large light gray box containing a "User ID:" label with a text input field, a "Password:" label with a text input field, and a "Sign In" button.

2. The FMS screen is presented to allow PO Updates as needed.



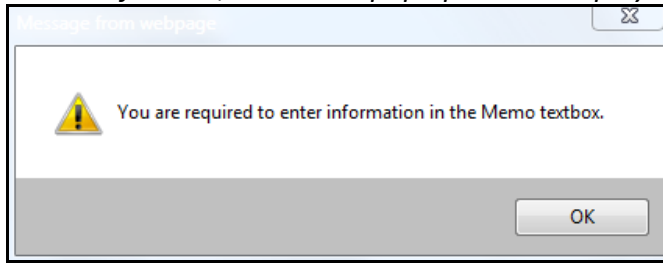
The screenshot displays the "Maintain Purchase Order" screen. It includes a header section with fields for Unit (LBNL), PO ID (6886886), Change Order (3), and Copy From. It also shows PO Status (Dispatched) and Budget Status (Valid). Below this is a section for Vendor information, including Vendor (BRIGH-001), Vendor ID (0000036334), and Buyer (DLSTYLES). There is a section for Amount Summary showing Merchandise (229604.00), Freight/Tax/Misc. (0.00), and Total Amount (229604.00 USD). At the bottom, there is a table of lines with columns for Line, Item, Description, PO Qty, UOM, Category, Price, Amount, ARRA, and Status. The table contains three lines of data.

Line	Item	Description	PO Qty	UOM	Category	Price	Amount	ARRA	Status
1		New subcontract (NIH grant 1R01HL091495A), P.I. Shamit Sunkar, Ph.D.	1.0000	EA	RANDD	81300.00000	81300.00		Active
2		Add 2nd year funds to existing subcontract #6886886	1.0000	EA	RANDD	78883.00000	78883.00		Active
3		Add 3rd year funds to existing subcontract #6886886	1.0000	EA	RANDD	69421.00000	69421.00		Active

The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

Note: Selecting any action other than Travel Appropriate requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



4. You have completed the invoice and are returned back to the invoice notification.